

Report Date: 13 Jun 2014

Summary Report for Individual Task
552-101-3903
RESOLVE CONFLICT
Status: Approved

Distribution Restriction: Approved for public release; distribution is unlimited.

Destruction Notice: None

Foreign Disclosure: FD5 - This product/publication has been reviewed by the product developers in coordination with the [installation/activity name] foreign disclosure authority. This product is releasable to students from all requesting foreign countries without restrictions.

Condition: As a leader, in the contemporary operating environment or in the workplace, faced with a conflict between U.S. soldiers or host nation personnel. Given ADRP 6-22 and access to the Conflict Resolution Network website or printed materials.

This task should not be trained in MOPP 4.

Standard: Resolve conflict in accordance with ADRP 6-22 and by applying one or more of the 12 skills for conflict resolution from the Conflict Resolution Network.

Special Condition: None

Safety Risk: Low

MOPP 4: Never

Task Statements

Cue: None

DANGER

None

WARNING

None

CAUTION

None

Remarks: None

Notes: ADRP 6-22, Army Leadership, provides limited information on conflict resolution techniques. Additional research is required to fully understand conflict resolution and apply the necessary skills and techniques to resolve conflict. See the Conflict Resolution Network (<http://www.crnhq.org>) for detailed information on each of the twelve skills in step 2. The 12 skills for conflict resolution from the Conflict Resolution Network have been used for 40 years and are widely recognized as being effective. These twelve skills are used by multiple proponentencies in the Army, including school 011 in the Aviation Warrant Officer Advanced Course.

Performance Steps

Cue: Prepare to resolve a conflict.

1. Identify conflict resolution approaches in accordance with ADRP 6-22, Army Leadership.

a. Identify types of conflicts.

b. Resolve conflict using negotiation techniques.

c. Identify how team building effectively resolves conflict.

2. Identify twelve conflict resolution skills in accordance with the Conflict Resolution Network (<http://www.crnhq.org>).

Note: These 12 skills were taken from the Conflict Resolution Network website (<http://www.crnhq.org>). Detailed information is available for each technique on the website.

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Conflict Resolution Network

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a. Solve conflict as partners using the Win/Win Approach.

b. Transform problems into creative opportunities using Creative Response.

c. Build rapport with Empathy.

d. Apply strategies to attack the problem with Appropriate Assertiveness.

e. Build "power with" others through Co-operative Power.

f. Express emotions wisely to effect change by Managing Emotions.

g. Set aside personal issues to produce a Willingness to Resolve.

h. Define the issues needed to chart common needs in Mapping the Conflict.

i. Design creative solutions, collectively, in the Development of Options.

j. Plan effective strategies to reach an agreement in an Introduction to Negotiation.

k. Assist conflicting parties to move towards solutions in an Introduction to mediation.

l. Conduct meetings in conflict resolving mode in Broadening Perspectives.

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score the Soldier GO if all steps were passed (P). Score the Soldier NO-GO if any step was failed (F). If the Soldier failed any step, show the Soldier what was done wrong and how to do it correctly. If the Soldier received a NO-GO, some training may be needed. Make sure that appropriate follow-up has been completed on indicated training.

Evaluation Preparation: Setup: Provide the Soldier with the written scenario, ADRP 6-22 and a computer with access to the Conflict Resolution Network website or printed material.

Brief Soldier: You have 5 minutes to read the scenario, then describe how you would resolve the conflict illustrated.

PERFORMANCE MEASURES	GO	NO-GO	N/A
1. Described conflict resolution approaches from ADRP 6-22, Army Leadership.			
a. Identified conflict types (ADRP 6-22, para. 6-36): work-based, competition for resources, differing solutions, or individual based.			
b. Identify how to negotiate IAW ADRP 6-22, para. 6-64, and components of successful negotiations.			
c. Identified the role of leadership in team building and how this prevents conflict (ADRP 6-22, para. 7-87).			
2. Demonstrated the appropriate use of a conflict resolution skill.			

Supporting Reference(s):

Step Number	Reference ID	Reference Name	Required	Primary
	ADRP 6-22	Army Leadership	No	No

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT.

Safety: In a training environment, leaders must perform a risk assessment in accordance with ATP 5-19, Risk Management. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological, and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination.

Prerequisite Individual Tasks : None

Supporting Individual Tasks : None

Supported Individual Tasks : None

Supported Collective Tasks : None

ICTL Data :

ICTL Title	Personnel Type	MOS Data
Individual Critical Task List for Military Occupational Specialty (MOS) 151A (Advanced)	Warrant Officer	MOS: 151A, Skill Level: CW3, Duty Pos: HBU, LIC: EN